WASATCH COUNTY LIBRARY TECHNOLOGY PLAN
2005-2007

I.   Mission

Wasatch County Library's Technology Plan supports its Technology Mission Statement, to encourage computer literacy and to provide access to the latest programs appropriate for its circumstances. The Library will strive to grow and provide access to information the patrons need and will assist users to learn in an efficient manner through the technological equipment it has.

II.   Introduction

Wasatch County Library serves a population of 16,000 and more in a growing county. In a new 25,000 square foot facility it houses an expanding collection of standard and quality printed material, visual media, audio programs and incorporates electronic services and technologies that access internal networking as well as the world of information provided by the Internet. To provide patrons with speaking, listening and learning experiences to make communication a viable ingredient in a satisfying and fulfilling life is the goal of Wasatch County Library.

In order to carry out the mission and goals of Wasatch County Library the Board and Staff will establish written policies, procedures and practices in accordance with local, state and federal documents and review those documents periodically to verify, delete, amend or change them to be in agreement with current laws or directions and to facilitate, in good judgment, reaching library goals and objectives.

III. Existing Technology and Services

Telecommunications service: The library currently utilizes three (3) telephone lines. Two are voice lines, one is a line for a Fax machine.

Technology available:

Hardware: The library has installed 23 Public PC's (23 Internet, 14 Word Processing); 4 Staff PC's; 2 Dell Windows 2000 servers (for Dynix Automation); 14 Dell PCs (5 circulation, 1 cataloging, 8 public access); miscellaneous networking hardware including 1 HP Procurve 50 port Switch, 1 16 Port Switch, router, modem, laser wands, etc. 1 Watchguard Firewall has been installed for security.

Printers: The library currently has a Panasonic KX for Dynix Automation; HP LaserJet 4200fm for public word processing; Sharp AR-M3550N+ and a HP LaserJet 6P printer for library staff. We have 4 Epson receipt printers and 2 Sharp copiers for the public.

Software: The library currently has 12 Windows 98; 2 Windows 2000; 14 Windows XP; Dynix Horizon Information Portal 7.3; Horizon iPAC server software and miscellaneous server and workstation software.

Internet Connection: Current Internet connection - High Speed Wireless

Other: The library utilizes APS UPS Back-UPS PRO 1400; APS UPS Back-UPS PRO 650 and Liebert UPStation GXT; a Brother Intellifax 1270 Fax machine and miscellaneous automation system components.

Technology support: An on site system administrator for Wasatch County Library is available to connect hardware, load software and troubleshoot problems as they occur. Wasatch County School District's technical support team and Utah Education Network technicians are available to assist with additional Internet connections and filtering problems as they occur. Dynix Library Services offers over the phone assistance during office hours for automation issues and technical support.

IV. Goals and Time Line

The main technological goal for the library is to establish the library as an information site that provides access to the latest technological advances.

YEAR 2005

Objectives:

1. Evaluate services to patrons with special needs, allowing visually and hearing impaired patrons access to assistive technology and implement if needed.
2. Install Spanish version of computer applications.
3. Review and expand web page.
4. Continue staff and public training in use of new equipment.
5. Offer computer classes for public.
6. Install wireless network.
7. Assess status of public PC's and replace as needed.

YEAR 2006

Objectives:

1. Review and upgrade Horizon software and hardware system components.
2. Evaluate services to patrons with special needs, allowing visually and hearing impaired patrons access to assistive technology and implement if needed.
3. Continue computer classes for public with emphasis on the latest software applications.
4. Replace outdated staff PC's with latest hardware technology.
5. Assess status of public PCs and replace as needed.
6. Consider implementing RFID and research possibilities.

YEAR 2007

Objectives:

1. Research video conferencing capabilities.
2. Roll phone system over to a Voice Over IP.
3. Address technology for patrons with special needs and implement if needed.
4. Replace outdated staff PC's with latest hardware technology.
5. Evaluate status of public PCs and replace as needed.

V. Staff and Patron Training

The library recognizes the need to stay informed regarding changing technology and encourages staff training when programs are offered. The library staff is expected to attend classes offered by Wasatch County Data Processing Department. The staff is encouraged to participate in the practicum grant program, attend ULA workshops and UPLIFT. The library budgets yearly for staff training and education.

The library staff currently assists individual patrons in the use of the Internet, reference data bases on Pioneer and word processing.

VI. Evaluation

To ensure excellent library services for the community of Wasatch County the library staff and board constantly evaluate existing services through suggestions, patron request forms and surveys. Patron input and satisfaction are essential to a thriving library environment. The library service must keep pace with the demands from the community and be of high quality and standards.

Wasatch County is experiencing great population growth and is rapidly becoming a diverse cultural community. The library Internet usage statistics indicate an urgency for additional technology services by a growing population of students, part-time residents, tourists, and new families that rely on the library to fulfill their needs.

VII. Budget

Wasatch County Library receives its operating budget from property tax assessment in the county. Additional revenue comes from an active Friends of the Library and patron donations. The library recognizes the need for additional funding to carry out expected services. The library board initiated a dialog with the County Council concerning the library's tax rate and the hearings necessary to raise the level for improved services. A hearing was held December 2003 to increase the tax rate for the new library.   The rate was increased, allowing for increased funding for operations and support of technological advances. The tax rate is adjusted yearly according to the growth the county has experienced. If these moneys are not expended, they go into a surplus library fund for future purchases. Additional funding and goals include:

1. Apply for available grants.
2. State Library Development Grant.
4. Friends of the Library fund raisers.
5. Support from the R. Harold Burton Foundation.

2005

Annual costs:

1. Automation system maintenance - $10,300.00
2. Telecommunications - $8,000.00
3. Wasatch County I.S. computer maintenance charges - $98,000.00
4. Wireless network installation - $2,000.00
5. Web Page software - $150.00

2006

Annual Costs:

1. Automation system maintenance - $10,300.00
2. Telecommunications - $8,000.00
3. Wasatch County I.S. computer maintenance charges - $98,000.00
4. RFID 3 year lease agreement - $61,000.00
5. Horizon system upgrades - $5,000.00

YEAR 2007

Annual costs:

1. Automation system maintenance - $10,300.00
2. Telecommunications - $8,000.00
3. Wasatch County I.S. computer maintenance charges - $98,000.00
4. RFID 3 year lease agreement - $61,000.00
5. Video conferencing implementation - $7,000.00
6. Voice Over IP - $10,000.00